



## ***Who can enroll in classes?***

Any person can enroll in classes. See the individual class listing for any specific age requirements.

## ***When can I start registering for classes?***

Registration begins December 1st. You can mail, fax, or drop off your registration form and payment as soon as you pick up your Guide.

## ***Can I register if I do not live in San José?***

Yes, you can register for any class or activity. For fee classes, there is an additional charge for non-residents.

## ***Do I need to pre-register for classes?***

It is recommended that you register in advance. Many classes fill quickly due to high demand. If a class does not meet the minimum enrollment prior to the first day of class, the class may be cancelled. See page 150 for more information.

## ***Can I register for a class on the first day?***

If there is room in the class and there is no waiting list, you may enroll the first day of class. Please be aware that if a class does not meet the minimum enrollment prior to the first day of class, the class may be cancelled.

## ***How do I know if I was accepted into a class?***

If you enclosed a self-addressed, stamped envelope, you will receive a confirmation in the mail. See page 150 for more information.

## ***If I'm placed on a waiting list because the class I wanted is full, do I show up to the first class?***

No. If a space becomes available, the next person on the waiting list will be notified.

## ***What happens if the instructor is absent?***

If an instructor is absent, a make-up class will be added to the end of the session.

## ***How can I get a refund?***

Refunds must be requested 14 calendar days prior to the start of the program/class. A \$10 processing fee applies to all cancellations/changes requested by the participant.

## ***How long will it take to receive my refund?***

When paying by check, there is a 21-day waiting period before refunds can be processed. Cash or check refunds take 6 to 8 weeks to process. Credit card refunds will be applied back to the original credit card account within one week.

## ***If the class is cancelled will I receive a full refund?***

Yes, if a class is cancelled by the City, a full refund is issued.

## ***What happens if my check accidentally bounces?***

The City of San José charges a \$37 returned check fee.

## **Park Questions**

### ***Can I make a reservation for a picnic?***

Not in neighborhood parks. The picnic areas are non-reservable and are on a first come, first served basis. Parks may sometimes be reserved for a major community-serving public event, requiring a special permit, but not for private parties. San José Regional Parks (408-277-5561) have picnic areas that are reservable for a fee. For a list of Regional Parks. See Page 149.

### ***What are park hours?***

Neighborhood parks are open from sunrise to one hour after sunset.

### ***What is the address of a given park?***

Parks do not have addresses. They are located by cross streets, or a street and landmark. If a community center is located on a park, the park may be associated with that address. For a listing of park cross streets, visit our Park Listing page at [www.sjpark.org](http://www.sjpark.org).

### ***Can I have an air jumper at a neighborhood park?***

Only one air jumper per park, per day is allowed in most neighborhood parks. Air jumpers are prohibited at Willow Street Frank Bramhall Park, Saratoga Creek Park, and St. James Park. To obtain authorization and permission, please call 408-794-1383.

### ***Is alcohol allowed?***

According to San José Municipal Code, alcohol is not allowed in neighborhood parks. Regional parks allow alcohol with a special permit.

### ***Can I reserve a sports field or tennis court?***

Yes. Sports facilities are reservable for a fee. Call 408-369-3907.

### ***What is the policy for dogs on a leash?***

The San José Municipal Code dog ordinance states that dogs must be on a 6 foot leash and kept under control at all times. Dog owners are required to immediately clean up and remove all excrement of their dog. San José has two dog parks, Miyuki Dog Park and Watson Dog Park. Visit our dog parks page for more information at [www.sjpark.org](http://www.sjpark.org).

### ***Are water slides or dunk tanks allowed in parks?***

No. The excessive water and activity damages the turf. However, there are several parks that have water features to enjoy.

### ***Can I bring my own BBQ into a park?***

Yes. Home barbecues are allowed in most neighborhood parks in the designated cooking areas. Please dispose of briquettes carefully.